



2017 Patient Information Handbook

6th Medical Group
3250 Zemke Avenue
MacDill Air Force Base, Florida



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GENERAL INFORMATION

The 6th Medical Group is located at MacDill Air Force Base in Tampa, Florida, and provides medical care, and health and wellness services to a population of more than 215,000 Department of Defense (DoD) beneficiaries throughout the greater Tampa Bay area. The 6th Medical Group operates from 0700hrs to 1630hrs, Monday through Friday. We are closed for all Federal Holidays and Wing down-days, as well as the 4th Monday of every month 0700-1200 for training.

The 6th Medical Group is fully accredited by the Accreditation Association for Ambulatory Health Care (AAAHC), most recently receiving 3-year accreditation in 2015. The AAAHC is a professional civilian accrediting body, which conducts periodic inspections of civilian and military health care facilities to ensure medical care and services rendered meet or exceed national standards. Accreditation assures you that the staff of this facility adheres to the highest standards of medical care and administration.

MEDICAL ADMINISTRATION

Eligible Beneficiaries: Generally, active duty personnel and their family members, activated Reserve and National Guard members and their family members of all services, military retirees and their family members, certain American Red Cross employees, and certain categories of DoD, Non-Appropriated Funds, and Army & Air Force Exchange civilian employees and contractors (on a reimbursable basis, unless seen for a job-related injury or physical) are eligible for care.

Third Party Collections (TPC): The TPC Program obligates DoD Medical Treatment Facilities (MTFs) to bill private health insurance carriers such as Aetna, Blue Cross/Blue Shield, etc., for the cost of medical care furnished to retirees and family members covered by their own health insurance policies.

Policy on Minors: All minors brought to the clinic must be accompanied by an adult at all times. Children 10 and under MUST be supervised in accordance with base policy. To receive medical care, a parent/legal guardian must accompany the minor. If the parent/legal guardian is unavailable, a person who possesses a Power of Attorney to provide medical consent for the minor, or a stepparent, grandparent, adult sibling, adult aunt/uncle without a Power of Attorney may accompany the minor and provide consent for medical care. If a Power of Attorney is used, it must specify another individual of legal age who has the right to authorize medical care for the minor. Exceptions to the policy include enrolled members under the age of 18 seeking treatment for sexually transmitted diseases, pregnancy, substance abuse, physical abuse, or mental health. In an emergency, we will treat and/or transport the patient and will attempt to contact next-of-kin to obtain authorization for treatment. Powers of Attorney may be obtained from the 6th Air Mobility Wing Legal Office.

Care Beyond the Capability of the 6th Medical Group: The 6th Medical Group is fortunate to have extensive referral services within easy access of the base through our local Tampa Bay area TRICARE network. All non-urgent care requires prior authorization. Patients must contact their assigned Primary Care Manager before the medical visit or procedure.



Health Insurance Portability and Accountability Act (HIPAA): As of April 2003, implementation of the Health Insurance Portability and Accountability Act (HIPAA) made significant changes to the US health-care industry. One purpose of the act is to prevent inappropriate use and disclosure of individuals' health information. It is more stringent than the Privacy Act and limits what information can be shared with non-medical personnel. As a patient, you have the right to expect medical and dental records will be maintained as confidential and that access to medical information will be limited to those legitimately involved in the care being provided or those otherwise authorized access to medical information. The 6th Medical Group HIPAA Privacy Officer can be reached at (813) 827-9951.

Medical Records: Medical records are the property of the United States Government and must be maintained at the 6th Medical Group. Per DoD regulations, patients are not authorized to hand-carry records to their appointments, when transferring duty stations, separating from or retiring from service. Medical records for Family Health, Internal Medicine, Women's Health, Pediatrics, and the Brandon Community Clinic are maintained in our medical records office located on the second floor of the main clinic. Dental records are kept in the Dental Clinic. Medical records for patients enrolled with the Aerospace/Flight Medicine or Joint Clinic are kept in those respective team areas. Additionally, Mental Health records are maintained in the Mental Health Clinic. Members permanently changing duty stations should provide a copy of their orders to have records mailed to their gaining base. There are rare circumstances where a member may be authorized to hand-carry records. Some examples would be on current/active flying status or preparing to PCS to an isolated location where it is specifically annotated on the member's orders that records may be hand-carried. Those exceptions are rare and will be stated on a member's orders.

Emergency Services: The 6th Medical Group does not operate an Emergency Department. Patients seeking emergent care should proceed to the nearest civilian Emergency Department/Emergency Room.

Patient Travel to Other DoD Facilities: Active duty and active duty family members are eligible for Joint Travel Regulation (JTR)-funded travel via the aeromedical evacuation system or commercial air, if determined to be medically necessary. For non-urgent care, JTR patient travel must be approved prior to commencing travel. Retirees and their family members are eligible for aeromedical evacuation; however they are not eligible for JTR-funded travel and commercial travel is at the sponsor's expense. For more information please contact the Patient Administration aeromedical evacuation office at (813) 827-9997.

Continuity of Care: In an effort to ensure continuity of care and provide the best quality of care, we ask that you schedule a follow-up visit with your PCM anytime you received care from a provider outside the 6th Medical Group (i.e.: urgent care centers, emergency rooms, etc.). To schedule a follow-up appointment, call our appointment line at (813) 828-CARE(813) 828-2273, you may also schedule through TRICARE Online. You should bring any documentation to your follow-up appointment and be prepared to discuss any treatment that you received.

Standards of Conduct: In an effort to ensure a pleasant environment, inappropriate behavior such as smoking, consumption of alcoholic beverages, and/or use of foul language will not be tolerated in the facility. All patients and their guests are required to wear suitable, modest attire and foot-wear.

Safety Information: If fire is suspected, or anyone smells smoke, immediately activate a fire alarm and promptly exit the building. Do not use the elevators. Contact a 6th Medical Group staff member should you require assistance exiting the building.

Patient Safety Reporting (PSR): Patients are invited to report any potential or actual incidents that could or have occurred during an encounter with any staff or process (i.e. excess wait time, delays in treatment, delays in diagnosis, etc.). To report an incident, please contact a clinical area Patient Advocate, the 6th Medical Group Patient Advocate, or call the 6th Medical Group Patient Safety Manager at (813) 827-9294.

Service Animal: "In accordance with the Americans with Disabilities Act and Florida Statute §413.08 and the current 6th Air Mobility Wing Policy, the Americans with Disabilities Act (ADA) requires reasonable accommodation of persons with disabilities including the use of service animals. The ADA defines service animals as dogs that are individually trained to do work or perform tasks for people with disabilities. The ADA requires service animals to be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. An individual with an unleashed service animal must maintain control of the animal through voice, signal, or other effective controls. A person with a disability will be asked to remove his/her service animal from the premises if: (1) the dog is out of control and the handler does not take effective action to control it, or (2) the dog is not housebroken."



MEDICAL OPERATIONS

Hours of Operation: Routine medical and dental services are generally provided Monday through Friday from 0700hrs to 1630hrs. Please refer to the teams or services in this handbook for more specific information. The 6th Medical Group is closed on all federal holidays, down days, and other days as posted. The 6th Medical Group also closes on readiness training days which normally occur on the 4th Monday of every month. All clinic-wide closures are listed on the MDG Facebook page, on our Appointment Line pre-recorded message, and our MDG website at www.macdill.af.mil/units/6thmedicalgroup. If you need acute care on any clinic-wide closure days, please contact the Nurse Advise Line (NAL) for assistance (1-(800) 874-2273 Option 1).

Access to Care: All clinic services are by appointment only, unless otherwise specified. To make appointments contact the appointment line at (813) 828-CARE (2273). The appointment line may also be used to cancel an appointment, request a medication renewal or to leave a message for your provider regarding your care. You may also use TRICARE Online (www.tricareonline.com) to book an appointment in primary care clinics.

Primary Care Appointments: Primary Care Managers (PCMs) are assigned to the following teams: Flight Medicine, Family Health, Internal Medicine, and Pediatrics. For primary care services, TRICARE Prime patients may expect provider access within 24 hours for Acute issues, within 7 days for routine issues, and within 28 days for health maintenance (wellness) appointments.

Specialty Services Appointments: For patients enrolled to TRICARE Prime, access to specialty clinics require a referral from the patient's Primary Care Manager (PCM), unless otherwise specified. The Referral Management Center (RMC) manages patient referrals to specialty services available at the 6th Medical Group. The RMC is located on the second floor of the main clinic. To schedule an in-house referral appointment, visit the RMC or call the specialty/referral appointment line at (813) 827-8989. For specialty services, TRICARE Prime patients may expect an appointment within 28 days.

Occupational Health Services: These services will be provided to MacDill Air Force Base personnel by the health risk assessors and treatment professionals in the Aerospace Medicine Squadron. The team evaluates workplace hazards across the base in accordance with federal and DoD regulations. When hazards are detected, a health risk analysis is accomplished to identify preventive measures. These comprehensive services allow us to prevent or minimize occupational health risks to maximize a safe and healthy working environment. Contact information: Bioenvironmental Engineering: (813) 827-9570; Flight Medicine: (813) 827-9805; Public Health: (813) 827-9601.

Appointment Cancellation/No-Shows: Please cancel any medical appointment which you cannot attend to avoid being recorded as a "no-show." Not showing for an appointment wastes valuable resources and each "no-show" is documented to monitor areas of improvement. We request cancellations be made at least 24 hours in advance so the appointment can be offered to another patient. Appointments can be cancelled by calling the appointment line at (813) 828-CARE (2273) or the applicable clinical team.

CUSTOMER SERVICE

Language Translator Services: Language translation services are available through the 6th Medical Group free of charge. Patients who have difficulty speaking, hearing, or understanding English are encouraged to inform their Primary Care Team for assistance through digital translation services. These electronic devices offer translator services in over 200 languages to include American Sign Language through interactive video chat.

Self-Care: Answers to common health concerns or issues can often be found in the "Taking Care of Your Self" and "Taking Care of Your Child" self-care guides. You may request a copy from our Family Health teams, Internal Medicine team, or Pediatric team. A limited supply of these books are available.

Chaplain Services: The Chaplain's office may be reached during duty hours at (813) 828-3621. The Command Post (813) 828-4361, after duty hours, can contact the on-call chaplain upon request.



Lost and Found: Lost and Found items will be turned in at the Resource Management Office, located on the second floor of the 6th Medical Group. Lost items are turned over to the 6th Security Forces Squadron on a weekly basis.

Patient Advocate: A Patient Advocate is available within each clinical area. Concerns may be raised in person or in writing. If a satisfactory resolution cannot be achieved within the clinical area, please contact the 6th Medical Group Patient Advocate at (813) 827-9292.

Patient Self-Determination Act and Advance Directives: The Patient Self-Determination Act, passed by Congress in 1991, requires the 6th Medical Group to inform all adult patients of their right to make their own medical care decisions. Patients interested in executing an advance directive are requested to see an attorney at the 6th Air Mobility Wing Legal Office (813) 828-4425.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

All persons obtaining care in this medical/dental treatment facility are entitled to certain rights and also subject to certain responsibilities. The observance of these rights and responsibilities by both patients and facility personnel is vital to insuring that patient care and services are delivered in an appropriate and efficient manner.

As our patient, you have the right to:

- Reasonable and impartial access to care regardless of race, creed, gender, national origin, religion, physical handicap, rank, or sources of payment for care
- Care that is considerate, appropriate, and respectful of your individual dignity and cultural, psychosocial, personal and spiritual values, beliefs and preferences
- Be informed of rules and regulations applicable to your conduct as a patient
- Be involved in decisions about your care, treatment and services provided. Include family members in care decisions and any dilemmas or ethical issues that may arise in the course of your care, including formulating advance directives
- Designate a decision maker in case you are incapable of understanding a proposed treatment or procedure, or are unable to communicate your wishes regarding care
- Obtain complete and current information about your diagnosis and prognosis
- Receive appropriate and complete information necessary to give informed consent before a procedure or treatment
- Know the name and role of your healthcare providers
- Change your provider if other qualified providers are available
- Refuse any treatment plan to the extent permitted by law and to be informed of the consequence of that decision
- Follow the care, services, and treatment plans developed for you and to accept the consequences of not following instructions
- Be informed about outcomes of care and treatment services, including unanticipated outcomes
- Enable effective communication between you and your provider, including receiving information appropriate to age, understanding, and language
- Expect safe practices and an environment that reduces the risk of medical errors and prevents patient harm. Receive information about the facility's mechanism for the initiation, review, and resolution of patient complaints (see patients advocate for additional information)
- Security, personal privacy, and confidentiality of information, and to expect the facility to abide by the 1996 Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy of your healthcare information from unauthorized disclosure
- Be protected from mental, physical, sexual, and verbal abuse, neglect, and exploitation
- Appropriate assessment and management of pain
- Be informed if medical treatment is for purposes of experimental research, investigation, or clinical trials and to consent or refuse without compromising your access to services
- Prompt and reasonable responses to questions and requests

As our patient, you are responsible to:

- Provide accurate, complete information about present complaints, past illnesses, hospitalizations, medications, including over-the-counter drugs/herbal supplements, and other health matters
- Participate in decisions regarding your health care
- Communicate changes in your health or condition to your caregivers
- Provide the organization feedback about your needs and expectations
- Abide by the rules and regulations of the facility affecting patient care, conduct and safety
- Ask questions when you do not understand something about your care, treatment, or services, or what is expected from you
- Be considerate of the staff and other patients and their property
- Work with your healthcare team to manage your pain effectively
- Inform provider about any living will, medical power of attorney, or other directive that could affect your care
- Report safety concerns with regards to your healthcare
- Provide a responsible adult to transport you home from the facility and remain with you for 24 hours, if required by your provider
- Keep appointments and notify us as soon as possible if you must cancel an appointment, preferably at least 24 hours in advance
- Follow Air Force rules regarding your medical records
- All documents provided by any medical or dental facility are the property of the US Government



HEALTH CARE DELIVERY TEAMS

AEROSPACE MEDICINE SQUADRON/FLIGHT MEDICINE

(813) 827-9805

Hours: 0700hrs—1600hrs

Flight Medicine provides primary care services to aircrew, air traffic controllers, special duty operators, and limited family members (children must be over 5 years old), as well as occupational medicine and physicals for other designated personnel. Services offered include flight physicals, acute, routine, and wellness examinations, skin cancer prevention, annual female exams, and minor skin surgeries. To schedule an appointment, please call Aerospace Flight Medicine at (813) 827-9805. Sick call is available for 6th Air Mobility Wing active duty flyers; check in for sick call is between 0700hrs—0800hrs and 1500hrs—1600hrs, Monday thru Friday, excluding Federal holidays and other non-duty weekdays. Sick call is for the treatment of acute onset illnesses preventing a member from performing their duties and Return to Fly/ Return to Controlling.

ALLERGY CLINIC

(813) 827-9377

Hours: 0730hrs—1600hrs, Monday—Friday

Provides diagnostic testing procedures for the identification and management of Anaphylaxis, Asthma, Allergic Conjunctivitis, Cough (Persistent/Recurrent), Eczema/Rash, Food Allergy, Recurrent Infections/Immune Deficiency, Rhinosinusitis, and Urticaria/Angioedema. Services include: skin testing, subcutaneous immunotherapy, allergen challenges, Xolair injections, pulmonary function tests (PFT). Tricare beneficiaries ages 2 months and older require a referral from their Primary Care Manager.

BRANDON CLINIC

(813) 828-2273

220 Grand Regency Blvd, Brandon

Clinic: 0700hrs—1600hrs, Monday—Friday

Lab: 0700hrs—1630hrs, Monday—Friday

Pharmacy: 0730hrs—1700hrs, Monday—Friday

Closed the 4th Monday of every month for readiness training

All areas are open Monday—Friday, excluding Federal holidays and scheduled down-days.

The Brandon Clinic offers care for enrolled patients in Family Medicine, Internal Medicine, Pediatrics, Women's Health and Immunizations.

The Brandon facility also offers Laboratory, basic Radiology, Mammography and limited Pharmacy services.

CARDIOPULMONARY

(813) 827-9082/9077

Hours: 0700hrs—1630hrs, Monday—Friday

The Cardiopulmonary Laboratory provides diagnostic testing for the identification of cardiovascular and pulmonary diseases. Tests include: Echocardiograms (ECHO), Electrocardiograms (EKG/ECG), Exercise Treadmill Tests (ETT), 24/48 hour Holter Monitors, 24 hour Ambulatory Blood Pressure Monitors (ABPM), Event Monitors (EVM), Pulmonary Function Tests (PFT), Exercise Induced Asthma Tests (EIA) and Provocoline Challenge Tests (Methacholine Challenge). All tests are scheduled with a consult or referral from a provider and EKGs may be performed on a walk-in basis. Patients referred to the Cardiopulmonary Laboratory for testing will check in at the Specialty Clinic front desk located on the second floor.

CHIROPRACTIC CLINIC

(813) 827-9663/9390

Hours: 0700hrs—1600hrs, Monday—Thursday/0700hrs—1030hrs, Friday

The Chiropractic clinic provides treatment of active duty only patients for conditions relating to the head, neck, shoulder, chest, arms, upper back, mid-back, lower back, sacral area, soft tissue of the buttock region, legs including upper and lower, and feet. Our provider is also certified in treating active duty pregnant women. A referral from your Primary Care Manager is required.

DENTAL CLINIC

(813) 827-9400/9401

Hours: 0700hrs—1600hrs, Monday—Friday

Active duty military members assigned to MacDill AFB receive general and specialty dental care in the Dental Clinic on the second floor of the main clinic. For routine or sick call appointments, please call us directly or come to the Dental Clinic. Walk-in Sick Call for dental emergencies starts daily at 0700hrs during normal business hours.

After duty hours and on weekends, a military dentist and technician are on call for dental emergencies. They can be reached by calling the clinic directly or dialing (813) 828- CARE (2273) then follow the prompts for dental services.

Active duty members are scheduled for mandatory annual exams through their commander's support staff/unit health monitor. We encourage you to enroll your family members in the TRICARE Family Dental Plan through the TRICARE website:

www.tricare.mil/Dental.aspx or calling customer service at (877) 638-3379.

Military retired members are encouraged to enroll in the TRICARE Retiree Dental Program: www.trdp.org or call Delta Dental customer service at (888) 838-8737.



DERMATOLOGY CLINIC

(813) 827-9372

Hours: 0700hrs—1600hrs, Monday—Friday

The Dermatology Clinic specializes in the evaluation and treatment (both medical and surgical) of the diseases of the skin, hair, and nails. A referral from your primary care manager is required.

FAMILY HEALTH

(813) 828-2273

Hours: 0700hrs—1600hrs, Monday—Friday

Family Health provides family-centered healthcare. Services offered include adult and pediatric general medicine, gynecology (including annual pap smears), minor surgery, immunizations, cardiopulmonary tests, short-term counseling and military-specific programs. Special emphasis is placed on health maintenance and preventative medical services. Primary Care appointments are booked by calling the appointment line at (813) 828-CARE.

Blood pressure checks, Depo-Provera, B-12 injections, and pregnancy testing are provided on a walk-in basis 0800hrs—1030hrs and 1300hrs—1500hrs, Monday—Friday.

Health 2 Health

Health 2 Health is a program that targets obesity in adults and in children but is for anyone that just wants to live a healthy life. We have coaches that will help you make your way to a Healthier life. We are located within the Family Health Clinic.

Behavioral Health

The Behavioral Health Consultation (BHC) Service is a program available to patients within the Family Health Clinic as a part of overall good health care. The purpose of this service is to offer assistance when habits, behaviors, stress, worry, or emotional concerns about physical or other life problems are interfering with someone's daily life.

General Surgery

(813) 828-9944

Hours: 0730hrs—1630hrs, Monday—Friday

The General Surgery Clinic requires a referral from Primary Care Managers to treat patients. We care for active duty members and, as space allows, dependents and DoD Retirees. Our services include, but are not limited to anti-reflux, hernia repairs, surgery of the gallbladder, soft tissue, thyroid, parathyroid, and colon. We are often able to treat diseases with surgery, however direct patients to subspecialized surgical care as needed.

IMMUNIZATIONS CLINIC

(813) 827-9377

Hours: 0800hrs—1600hrs, Monday—Friday

Immunizations is a walk-in clinic that administers routine, deployment and overseas travel immunizations to Active Duty, Retirees and Dependents. If deploying, stop by Public Health for specific country vaccines. If traveling overseas, stop by Force Health prior to Immunizations. No appointment is necessary and Immunizations is open through lunch. Please bring your shot record and your medical record if on the Personal Reliability Program (PRP). We are co-located with Pediatrics on the first floor.

- Smallpox vaccine is offered every Thursday at 1430hrs
- No TB/PPD tests will be given on Thursdays or the last day before a 3-day weekend

INTERNAL MEDICINE

(813) 827-9030

Hours: 0730hrs—1600hrs, Monday—Friday

The Internal Medicine Clinic specializes in non-surgical diseases in adult patients, including heart and lung disease, diabetes and its complications, digestive diseases, lipid disorders (lipid clinic run by a pharmacist), infectious diseases, and rheumatic disorders.

Patients receive individual disease, procedure-specific, and health and wellness counseling from their physician and the nurse/case manager. Referrals are required for patients not enrolled in Internal Medicine. Patients coming in for care into the Internal Medicine Clinic will check in at the Specialty Clinic front desk located on the second floor.

MENTAL HEALTH FLIGHT

(813) 827-9170

The Mental Health Flight is composed of four different services: Mental Health Clinic (MHC), Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program, Family Advocacy Program (FAP), and the Defense and Veterans Brain Injury Center (DVBIC). Services are offered to active duty personnel and to other beneficiaries on a space available basis. DVBIC duty hours are Monday and Wednesday, 0730hrs—1630hrs.

Mental Health Clinic

(813) 827-9170

Hours: 0730hrs—1630hrs, Monday—Friday

Services offered at the Mental Health Clinic include individual, group, and psycho educational treatment for stress, anxiety, depression, anger management, adjustment difficulties, Post Traumatic Stress Disorder, and other psychological concerns, psychotropic medication assessments/management, and Commander Directed Evaluations. Marital therapy is offered for dual military couples on a space available basis. Military evaluations for special clearances or duty are arranged as required by Air Force instruction or policy.

Alcohol & Drug Abuse Prevention/Treatment Program (ADAPT)

(813) 827-9174

Hours: 0730hrs—1630hrs, Monday—Friday

The Air Force recognizes alcoholism as a preventable, progressive, treatable, and non-compensable disease that affects the entire family. The ADAPT Program provides prevention, substance abuse education, assessments and outpatient rehabilitation.

Family Advocacy Program

(813) 827-9172

Hours: 0730hrs—1630hrs, Monday—Friday

The Family Advocacy Program is designed to identify, report, assess, and treat family maltreatment (child/spouse abuse) by providing clinical intervention for victims, offenders, and family members.

Other programs offered in the Family Advocacy clinic include the New Parent Support Program, and outreach and prevention services.



NUTRITIONAL MEDICINE

(813) 827-9360/9357

Hours: 0700hrs—1600hrs, Monday—Friday

The Nutritional Medicine Clinic is staffed by a registered dietitian. Dietitians (RDs) are food and nutrition experts who can separate facts from "fads" and translate the latest scientific breakthroughs into practical food choices. Together with you, our RD will create a personal plan, helping you improve your health and lifestyle by making lasting dietary changes.

Group classes for diabetes and pre-diabetes management are available monthly.

Our Services: We provide the highest quality of nutritional care to patients and their families for a variety of conditions and diseases. These include: Cancer, Heart disease, Digestive disorders, Pregnancy, Diabetes management, Sports Nutrition, Eating Disorders, Food Allergies/intolerances, HIV/AIDS, Vegetarian nutrition, Tube feeding needs, and many other diseases and conditions. If you are interested in coming to the clinic, talk to your PCM and have them send a referral to Nutritional Medicine.

Initial visits typically last about one hour. Our RD will listen to your concerns, will look at your diet record, learn the foods you like and dislike, discuss your lifestyle, and start working on a nutrition plan that suits your needs. Follow-up appointments are about 30 minutes, to discuss progress and necessary adjustments to your dietary plan. We will help you make small changes over time so that you maintain these changes and reach your goals. Patients coming in for an appointment (no walk-ins) will check in at the Specialty Clinic front counter located on the second floor.

OPHTHALMOLOGY

(813) 827-9140

Hours: 0700hrs—1615hrs, Monday—Friday

Ophthalmology care (preventive care, eye surgery, and disease treatment) is available by referral to eligible active duty, retired military and family members 13 years and older. Those patients under the age of 13 are referred to a pediatric ophthalmologist for specialty care. Routine yearly eye exams/glasses prescriptions and laser vision correction are not performed by the ophthalmology clinic; however, they are available through the optometry clinic and/or by utilizing TRICARE benefits. Patients are requested to arrive 15 minutes prior to their appointment for technician screening prior to seeing the physician. Referrals are required unless the patient has Medicare Part A & B alongside TRICARE for Life or TRICARE Plus. The patient will be contacted by the referral management center to schedule an appointment, once the referral is received.

OPTOMETRY

(813) 827-9131/9132

Hours: 0730hrs—1630hrs, Monday—Friday

The Optometry team provides routine eye exams for active duty members. Appointments for retirees and family members are available as space allows. The clinic provides eyeglasses to active duty and retired members only. Routine contact lens exams and contact lens updates are available on a case-by-case basis. It is best to have a previous prescription and contact lenses available.

Screening exams for LASIK/PRK surgery are available for active duty members. Call the Appointment Line or the Optometry Clinic for an appointment.



ORTHOPEDICS

(813) 827-9650

Hours: 0700hrs—1630hrs, Monday—Friday

The Orthopedic team provides evaluation and treatment of musculoskeletal injuries and illnesses in the active duty population. As space allows, the clinic is also available for active duty dependents, DoD retirees and their dependents. A referral from your PCM is required.

OTORHINOLARYNGOLOGY (EAR, NOSE AND THROAT)

(813) 827-9031

Hours: 0730hrs—1630hrs, Monday—Friday

The Otorhinolaryngology (ENT) clinic, provides medical and surgical treatment of diseases of the Ears, Nose, and Throat. We provide care for active duty members and as space allows, active duty dependents over 12 months of age, DoD retirees and their dependents. A referral from your PCM is required.

PEDIATRICS

(813) 827-9236

Hours: 0700hrs—1630hrs, Monday—Friday

The Pediatric team provides primary care services for eligible children from newborn to adolescents through 17 years of age. Wellness exams are scheduled for the following ages: 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 18 months, and 2, 4, and 6 years of age and every 2 years thereafter.

If you have developmental concerns regarding your child, a yearly well exam is recommended. Please ensure your child's immunizations are up to date. Call the clinic for the latest recommended immunization schedule. Immunizations are provided in the Pediatric Clinic for children enrolled to the clinic, usually in conjunction with the child's wellness appointment. Patients coming in for care at Pediatrics will check in at the Pediatrics' front desk.

For children unable to obtain immunizations in conjunction with their wellness appointment, walk-in hours for pediatric immunizations are 0730hrs—1030hrs and 1300hrs—1530hrs, M-F.

PHYSICAL THERAPY

(813) 827-9390

Hours: 0730hrs—1630hrs, Monday—Friday

The Physical Therapy (PT) clinic is currently open to Active Duty beneficiaries with a referral from your primary care manager; other beneficiary categories are seen on a space available basis. The PT clinic provides evaluation and treatment for acute and chronic orthopedic, neuro/musculoskeletal conditions, and post-operative rehabilitation. In addition to individualized PT treatments, services include group education classes at the PT Satellite clinic, and a variety of preventative/outreach programs. Please wear proper clothing (i.e. gym shorts and T-shirts) for all scheduled appointments. All initial appointments are scheduled through Referral Management with subsequent appointments scheduled through the PT clinic staff.

PREVENTIVE HEALTH ASSESSMENT (PHA)

(813) 827-9270/9271

Hours: 0700hrs—1600hrs, Monday—Friday

ACTIVE DUTY ONLY; Located on the first floor, PHA provides annual preventive health assessments, deployment readiness processing, specialty military service physicals (part 1 completed with our medical technicians and part 2 to be completed by a provider at a later scheduled time, if needed). Civilian pre-employment physicals are completed by Family Practice if assigned a Primary Care Manager in that clinic; otherwise, Flight Medicine will handle civilian pre-employment physicals.

PUBLIC HEALTH

(813) 827-9601

Hours: 0730hrs—1630hrs, Monday—Friday

The Public Health Flight specializes in the following areas of care: medical entomology/vector surveillance, food facility sanitation inspection, public facility inspections, clinic employee health programs, occupational medicine including audiograms and education programs, medical intelligence, prime vendor, communicable disease epidemiology, and population health. Walk-in and scheduled appointments are available.

WOMEN'S HEALTH

(813) 827-9336

Hours: 0730hrs—1630hrs, Monday—Friday

Women's Health provides gynecological care to adult females from child-bearing age to geriatrics. Priority is given to active duty members. As space allows, the clinic also provides care to active duty dependents, DoD retirees, and dependents of DoD retirees.

JOINT CLINICS

USSOCOM CLINIC

(813) 827-9870

Hours: 0700hrs—1600hrs, Monday—Friday

The USSOCOM team provides prompt, high quality preventative, routine and acute primary care services to active duty, reservist, active/reserve family members and personnel assigned to or retired from headquarters USSOCOM. Dependents must be at least 5 years or older. Services provided include flight/school/sports physicals, health screens, a comprehensive well woman program, minor procedures, diseases management, and sick call for active/reservist members.



USCENTCOM CLINIC

(813) 827-9715

Hours: 0700hrs—1600hrs, Monday—Friday



The USCENTCOM team provides prompt, high quality preventive, routine, and acute primary care services to active duty, and reserve personnel. Services provided include health screens, minor procedures, disease management, and sick call for active duty/reserve members.

Sick call check-in is Monday through Friday from 0700hrs—0745hrs. Active duty and reserve members assigned to USCENTCOM with an acute illness or injury that prevents them from performing duty that day are encouraged to report to sick call. To schedule all other appointments, call (813) 827-9715. This team conducts training on Wednesday afternoons.

JSCE Clinic

(813)-827-9823

Hours: 0700hrs—0730hrs, Monday—Friday

Provides Sick call for active duty personnel and routine clinic operations for members that are assigned to JCSE. Reserve/Guard members are only seen when on active duty orders. No Dependents are seen in the JCSE Clinic.



ANCILLARY SERVICES

DIAGNOSTIC IMAGING (RADIOLOGY)

(813) 827-9630/9631

Hours: 0730hrs—1630hrs, Monday—Friday

Diagnostic Imaging Flight offers a full range of imaging services to include routine x-ray, ultrasound, mammography, magnetic resonance imaging (MRI) and computerized tomography (CAT scan). Routine x-rays do not require an appointment and are performed during normal duty hours.

All other imaging procedures require patient preparation. Therefore, appointments are required. To schedule an appointment, call or visit the Diagnostic Imaging Flight. We are located on the second floor of the clinic. Diagnostic Imaging does honor radiology referrals from civilian providers within the local area. The appointment lines are answered Monday through Friday from 0700hrs—1600hrs. The appointment line does not operate on all federal holidays and down days as advertised.



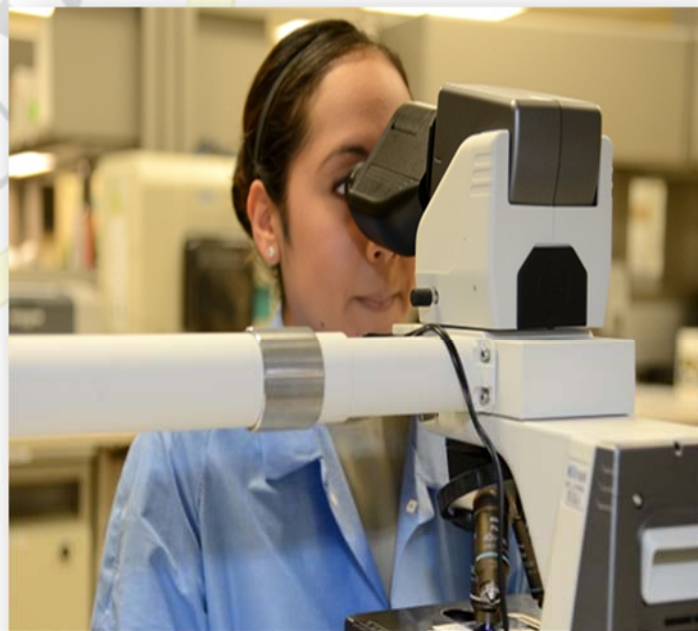
LABORATORY/PATHOLOGY

(813) 827-9440

Specimen collection: Hours: 0700hrs—1630hrs, Monday—Friday

Lab tests are ordered by providers only. All written lab scripts must have a provider's signature. Lab reports are entered into the clinic's computer system for the requesting provider's review. Patients requesting copies of their test results can obtain them from their Primary Care Manager. Patients with a lab order for a 3 or 5 hour oral glucose tolerance test should come to the lab to receive instructions and schedule the test.

Some lab tests require the patient to fast. Fasting means having nothing to eat or drink (except water) 10 to 12 hours before blood collection. The provider's orders should specify whether or not fasting is required. Unless the provider gives other instructions, patients should continue taking their medications, as prescribed, prior to having blood drawn.



PHARMACEUTICAL SERVICES

Main Clinic Pharmacy

(813) 827-9300

Hours: 0700hrs—1630hrs, Monday—Friday

This Pharmacy team supports all beneficiaries enrolled to the 6th Medical Group. Therapy counseling, treatment, monitoring and medication management services are provided at the main clinic and Brandon clinic for beneficiaries on anti-coagulation therapy. Services can be accessed when the primary care manager refers the patient to the clinic. Patients are scheduled by appointment only.



Refill vs Renewal

A Refill is only on medication that is currently being taking within the prescription year.

A Renewal is when your prescription has expired and you must schedule with your doctor to have the medication reactivated or changed.

PharmaCARE

(813) 828-2226

Building 934 (next to Burger King)

Hours: 0830hrs—1700hrs, Monday—Friday

The PharmaCARE center fills all prescriptions from civilian non-MTF providers. The days supply and transfer policy is the same as that at the Clinic Pharmacy. All patients will obtain a number and will be called to the window. After the prescription is entered into the computer system, the patient will be given an estimated time for completion. When the patient's name appears on the display board, their prescription is available at the pickup window.

Drive Thru Refill Center

(813) 827-9764

Building 934 (next to Burger King)

Hours: 0830hrs—1700hrs, Monday—Friday and 0900hrs—1200hrs on Saturday

This is the pick-up location for called-in refills where the patient has selected the "Drive Thru Refill Center" as the pick-up location. This site is not for new prescription drop-off or pick-up of prescriptions dropped off at the PharmaCARE Pharmacy.

Hours: 0700hrs—1600hrs, Monday—Friday

CMM is a pharmacy service that functions under the pharmacy but assists patients with getting medication filled until they are able to get into an appointment with their PCM.

Brandon Clinic Pharmacy**(813) 827-9736**

220 Grand Regency Blvd, Brandon

Hours: 0730hrs—1700hrs, Monday—Friday

The Brandon Clinic pharmacy is only for Brandon Clinic enrollees. Only prescriptions entered into the computer system by a provider assigned to the Brandon Clinic will be filled. Refills may be picked up at the Brandon Clinic Pharmacy, however all prescriptions must be called-in on the refill pharmacy call-in system, select Brandon Clinic option and the prescription can be picked-up at Brandon Pharmacy. off base paper prescriptions **MUST** be brought to PHARMACARE initially, but the refills can be picked up at the Brandon Pharmacy.

PHARMACY REFILL PROCEDURES**Drive Thru Refill & Brandon Pharmacies****(813) 828-5367 or (800) 272-0210**

To phone in a refill, please call either of the two numbers listed above, 24 hours a day. Listen carefully to the message and follow the audio prompts. Enter the information as requested by the recording. Refills called-in before 1200hrs for Drive Thru can be picked-up 2 duty days later. Refills called in for Brandon Clinic will take an extra day for transport, your refill will be ready for pick-up 3 duty days later.

PLEASE PAY CLOSE ATTENTION TO THE PROMPTS AND ENSURE YOU SELECT THE LOCATION YOU WOULD LIKE TO PICK-UP YOUR REFILL.

TRICARE Online (TOL) at www.tricareonline.com is a secure web portal designed to increase access to care and information. MTF enrolled and registered beneficiaries have the capability 24/7 to request their MTF refills, and choose a method/location for pick-up. TRICARE Online Customer Service, contact 1-800-600-9332.

USSOCOM AND USCENTCOM PHARMACY DELIVERIES

Refills will be delivered every Friday between 0900hrs—1100hrs. Please call either (813) 828-5367 or (800) 272-0210 for Refill procedures, listen to the prompts and select either the SOCOM option or CENTCOM option; the prescription will be delivered to the SOCOM or CENTCOM buildings, as requested. Cutoff for weekly delivery is Thursday prior to 1100hrs. No refrigerated items will be available for delivery to these locations and must be picked up at the Drive-Thru Refill Pharmacy.



Medication Disposal Drop Box

Medication Disposal bins are located in each pharmacy lobby and at the MacDill Dining Facility to provide an avenue for our patients to safely dispose of unwanted or unused medications. Proper disposal of prescription and over-the-counter medications reduces the potential for harm to your health, households, and environment. Free take-home bags are located adjacent to each bin for patients to take home as a reminder to bring back any medications needing disposal on their next visit to the facility. Consult with a pharmacy staff member if the bin is full. **No medications should be left outside the bin.**



SUPPORT SERVICES

BIOENVIRONMENTAL ENGINEERING

(813) 827-9570

Hours: 0700hrs—1600hrs, Monday—Friday

BEE provides industrial hygiene, environmental sampling, and radiation safety services for work areas. BEE also provides training and fit testing for industrial and N-95 respiratory protection by appointment. Gas mask fit testing is conducted on Tuesdays from 0930hrs—1130hrs. Short notice deployers should contact our office for fit-testing coordination.

CASE MANAGEMENT

MacDill (813) 827-9356 Brandon (813) 827-9749

Hours: 0730hrs—1630hrs, Monday—Friday

Case Management involves a team of health care professionals who are available to assist you and your family with complicated medical concerns. A referral from your Primary Care Manager is required.

WOUNDED WARRIOR CASE MANAGEMENT

(813) 827-9926/9345

Hours: 0730hrs—1630hrs, Monday—Friday

AF Wounded Warrior Program assists combat wounded Airmen and families from all services with transition needs whether back to duty or into the community

OVERSEAS CLEARANCES

(813) 827-9487 and SNC (813) 827-9909

Hours: 0730hrs—1630hrs, Monday—Friday

The point of contact for overseas clearances is the EFMP/OSC Office. Please contact this office for further instructions on family members' overseas medical clearance or enrolling into the EFMP program. A referral from your PCM is not required.

DISEASE MANAGEMENT

MacDill (813) 827-9080 and Brandon (813) 827-9746

Hours: 0730hrs—1630hrs, Monday—Friday

Disease Management involves a team of health care professionals who are available to assist you with complicated medical concerns. A referral from your PCM is not required.

MEDICAL EVALUATION BOARD (MEB) OFFICE

(813) 827-9981/9982/9983

Hours: 0730—1630, Monday—Friday

The MEB PEBLOs (Physical Evaluation Board Liaison Officers) assist all active duty military members through the Physical Evaluation Board (PEB) process. Other services provided by the MEB Office include: Line-of-Duty Determination (LOD), Review-In-Lieu-Of (RILO) MEB, Temporary Disability Retirement List (TDRL), Assignment/Deployment Waiver Processing, Fitness for Duty Examinations, and Organ Donation/Elective Surgery. Please call to schedule an appointment.

TRICARE Online Website

www.tricareonline.com

TRICARE Online (TOL) is a secure web portal designed to increase access to care and information. MTF enrolled and registered beneficiaries have the capability to schedule and cancel appointments 24/7, request their MTF refills, and choose a method/location for pick-up. The “Blue Button” tool allows authorized users the ability to view, print and save their health data. For TRICARE Online Customer Service, contact 1-800-600-9332.

MiCare

<https://app.relayhealth.com/Welcome.aspx>

MiCare allows for a more secure exchange of health information and allows you to be more interactive with your PCMH (Patient Centered Medical Home) team. Providers will respond to non-urgent messages within 72 hours. **Note: Anything urgent should NOT be communicated via secure messaging.**

You may be wondering how MiCare benefits you, well confidential is the word! You have the capability to request medication refills, lab or radiology and medical test results or even arrange medical appointments; Retrieve written advice that might be forgotten or misunderstood; have a direct link to contact your provider on **NON-Urgent Matters**; additionally, patient education materials are provided on the website. MiCare will also send you reminders that your provider has replied to your inquiries or is attempting to contact you.

Most importantly, how do you enroll into MiCare? There are 2 options to register. Option 1 and most convenient, visit <https://app.relayhealth.com/Welcome.aspx> and click “Register here”, option 2, you can register at the check in window during your next medical appointment. With both options you will receive an email to finish your enrollment and complete the registration process. Once this is accomplished you can start messaging with your PCMH and enjoy all the amazing features MiCare has to offer you!

Use your Smart phone to scan the QR code for direct access to the MiCare Website.



Nurse Advice Line

(800) 874-2273, Option 1

Call TRICARE's Nurse Advice Line at 1-800-TRICARE, Option 1.

Talk to a registered nurse who can:

- Answer your urgent care questions
 - Give you health care advice
 - Help you find a doctor
 - Schedule next-day appointments at military hospitals and clinics
- If you have an emergency, call 911 or go to the emergency room.



HEALTH PROMOTION-HEALTH & WELLNESS CENTER

(813) 828-4739

8115 Cypress Stand Street, Bldg. 303 (in Fitness Center)

Hours: 0730hrs—1630hrs, Monday—Friday

Health Promotion provides a “one-stop shop” for all prevention and wellness needs. All services and programs are available to active duty, family members, retirees and DoD civilians; Referrals are not required

Walk-in Services: Blood pressure; Body-fat analysis on the Tanita BC-418 body composition analyzer; Select exercise equipment; Private relaxation/massage chair room; and Resource Library

Screenings: Fasting cholesterol, Bone health Screenings and Body Composition Analysis via the Bod Pod assessment tool

Classes/Services: “Be Well” (Active Duty); “Better Body Better Life” (Weight management); Diabetes Prevention; Lifestyle Support Group; Tobacco Cessation; Running clinic; Body Composition Analysis via the Bod Pod assessment analyzer; Metabolic Testing System; “Fuel to the Max!”; “Supplements – They Are Not All Created Equal”

Outreach: Fit Stops (mini health fairs); Commander’s Call Briefings; Leadership Training; Base-wide events and observances: Annual Women’s Health Seminar Luncheon; Men’s Health events, Health/Fitness Expo, Great American Smokeout, National Nutrition Month, National Fitness/Sports Month, “Walk Your Buns Off,” Annual Breast Cancer Walk and “Walk Your Booty Off!” Pedometer challenges, Operation Fruit and many more!

Commanders Wellness Program: CWP is designed to deliver standardized, evidenced based approaches to impact the health of the Airmen at Unit level. The aim is to improve health of Airmen in the following areas: Nutrition, Physical Activity, Tobacco, and Sleep. Commanders can call to discuss setting up a program.

To enroll in our classes or to schedule an appointment, please call (813) 828-4739.

For more information, please visit us at:

www.macdillafb.bestofhealth.com/Hawc/



FREQUENTLY ASKED QUESTIONS

How do I change my Primary Care Manager (PCM)?

- To change your PCM, please call TRICARE at 1 800-444-5445 Option 1 then 5.

How do I request a civilian network PCM?

- To request a civilian network PCM, please contact the TRICARE Office at the 6th Medical Group, MacDill AFB (second Floor) to submit an enrollment waiver request form. They can also be reached at 813-827-CARE Option 3 then 2. If initial waiver is disapproved, beneficiaries have the option to submit an appeal to the MTF Commander for consideration.

What is on the 6 MDG Pharmacy Formulary options?

- Please scan the bar code below for the complete MacDill AFB Pharmacy Formulary



Maximize Medical Readiness
Economized Resources
Deliver Trustworthy Care
Impeccable Communication
Culture of Safety
Strategic Staff Development



QUICK REFERENCE TELEPHONE DIRECTORY



Administrator	827-9524
ADAPT	827-9174
Aerospace Flight Medicine	827-9805
Appointment Line	828-CARE (2273)
Brandon Clinic	827-2273
Cardiopulmonary Team	827-9082/9077
Case Management	827-9356
Chiropractic Team	827-9663/9390
Commander	827-9521
DDRP	827-3051
Dental Clinic	827-9400
Dermatology Team	827-9372
Diagnostic Imaging (Radiology)	827-9630
Family Advocacy	827-9172
Health and Wellness Center (HAWC)	828-4739
Immunizations	827-9375
Internal Medicine Team	827-9030
Laboratory	827-9440
Medical Evaluations Board	827-9981/9982/9983
Mental Health	827-9170
Ophthalmology Team	827-9140
Optometry Team	827-9130/9132
Orthopedic Team	827-9650
Overseas Clearance	827-9487
Patient Advocate	827-9292
Pediatric Team	827-9236
Pharmacy (Main Clinic)	827-9300
Pharmacy (Brandon Clinic)	827-9736
Drive Thru Refill Center	827-9764
PharmaCARE Center	828-2226
Pharmacy Automated Call-in Refill System	828-5367 or 800-272-0210
Physical Therapy Team	827-9390/9391
Family Health Team	827-2273
Public Health/Force Health Management	827-9601
Referral Management Center	827-8989/8990
TRICARE Referrals	827-8989
USSOCOM Team	827-9870
Women's Health Team	827-9336